



**CITY OF DURHAM**  
Office of Public Affairs  
101 CITY HALL PLAZA  
DURHAM, NC 27701

**News Media Contact:**

Nimasheena Burns  
Sr. Public Affairs Specialist  
(919) 560-4381 x 35255  
[Nimasheena.Burns@DurhamNC.gov](mailto:Nimasheena.Burns@DurhamNC.gov)  
<https://www.facebook.com/durhamsaveswater/>  
<https://twitter.com/DurhamWater>

## **News Release**

For Immediate Release: Feb. 11, 2016

### **City of Durham Temporarily Changes Water Disinfection Method Beginning February 27**

*Annual Process Required by State and Federal Regulations Will Occur Throughout  
March*

DURHAM, N.C. — Durham residents may notice a slight change in the taste and color of their water during the month of March. Beginning Saturday, February 27<sup>th</sup> through Thursday, March 31<sup>st</sup>, the City of Durham's Department of Water Management will temporarily stop adding ammonia as a part of the water treatment disinfection process in order to meet annual state and federal water requirements.

During this time, only chlorine will be used for disinfection. The department's Water and Sewer Maintenance Division will also begin flushing the entire water system to allow chlorine to disperse throughout the system. System flushing will begin in the evening of Sunday, March 6<sup>th</sup>, 2016. Although most of the flushing will be conducted Sundays through Thursdays between 9 p.m. and 7 a.m. to minimize the impact, customers should expect to see crews flushing during regular business hours of 7 a.m. to 3:30 p.m. as well. During the three-week flushing process, there will be a maximum of seven two-man crews working from the center of the city outward.

During this process, residents may notice slight discoloration in their water when crews are working in their neighborhoods. Residents receiving kidney dialysis treatment as well as aquarium and pond owners should continue to take special precautions to remove traces of ammonia and chlorine from the water prior to using it. Residents should also check their water before washing white clothing. If water discoloration occurs, customers should run their water for a few minutes until it becomes clear. If water discoloration persists, contact the Water and Sewer Maintenance Division at (919) 560-4344. Customers may also wish to collect water for drinking in a container and store in the refrigerator since the chlorine taste and odor will dissipate after standing for a few hours.

Durham has been using chloramination as the disinfection process since January 2002. Chloramination uses both ammonia and chlorine to disinfect water and reduces the formation of disinfection by-products in the water distribution system. City water treatment plant staff will resume adding ammonia into the disinfection process on April 1.

Several other neighboring water providers, including Cary, Apex, Raleigh and the Orange Water and Sewer Authority (OWASA), will be carrying out the same temporary disinfection process change and system flushing during this time period.

For more information on the disinfection process, contact the City's Water Management Department at (919) 560-4381. Questions related to the flushing program should be directed to the City's Water and Sewer Maintenance Division at (919) 560-4344. Information about the City's water treatment and disinfection process may also be found on the City's website at <http://DurhamNC.gov/ich/op/dwm/Pages/Water-Quality-and-Treatment.aspx>

#### About the Water Management Department

The Water Management Department is responsible for the operation and maintenance of Durham's water supply, water treatment and water reclamation (wastewater treatment) facilities, the collection and distribution systems (including meter reading), and customer billing services. The department has a wide variety of support divisions and programs to maintain the existing infrastructure that provide these integral services and strive to be a responsible steward of the City's physical assets. For information, visit <http://DurhamNC.gov/ich/op/dwm> or "like" Durham Saves Water at <http://www.Facebook.com/DurhamSavesWater>.

###